

**Amendments to the Specification:**

*Please replace the third full paragraph on page 21 with the following amended paragraph:*

If a customer has at least one particular among requesting a prompt visit, requesting [[a]] an excellent technician, having a sense of authority, intimating, taking pride in the enthusiastic fan of the company, having a relative employed in the corresponding company, belonging to a group of livelihood-protection/respect-for-age, taking pride in old products, requesting inexpensive charges, asking questions about guaranteed period, having an insufficient understanding, requesting an accurate visit time, supervising through a third party, withdrawing the service during the technician's visit, etc., the customer falls under the classified type having the expected sensitivity.

*Please replace the second full paragraph on page 24 with the following amended paragraph:*

For example, as shown in FIG. 6, if the receptionist confirms the code of the classified sensitivity to which the corresponding customer belongs with reference to a [[a]] "a" section of the table showing the particulars of the respective sensitivity types, and inputs the confirmed code on a [[b]] "b" section for inputting the customer's sensitivity, the server network displays the contents of reception for the confirmed code on a [[c]] "c" section of the corresponding screen.

*Please replace the third full paragraph on page 35 with the following amended paragraph:*

Along with this, the schedule information of the technician selected by the customer is updated with information according to the reservation of the visit ~~time~~ time period

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requested by the customer added thereto, and this updated information is transferred to the terminal 130 of the corresponding technician.

*Please replace the last paragraph on page 50 which bridges pages 50 and 51 with the following amended paragraph:*

Specifically, if only the e-mail address of the customer is entered as the information of the searched customer, the person in charge selects the message transfer method [[suing]] using the customer's e-mail address, while if only the phone number of the mobile terminal 150 of the customer is entered as the information of the customer, he/she selects the message transfer method using the short message service.